

Application Form for the Utility Management Training

To participate in the Utility Management Training, please fill out the form, print, sign, scan and submit it via email to office@d-leap.org.

Applicant's contact			
Name:			Surname:
Street and number:			
ZIP and city:			Country:
Education:			
E-mail address:	Cell phone:	Phone:	
I am currently employed in a utility	Yes	No	Position in utility (if applicable):
Utility contact (if applicable)			
Name of Utility (full name in local language):			
Billing address (street and street number, postal code, city):			
Country of Utility:			
Management contact (if applicable)			
Name:			Surname:
Position in Utility:			
E-mail address:	Phone:		
Participation Costs			
My utility will cover the costs of my participation in the Utility Management Training:	Yes	No	Partially
I will cover the costs of my participation in the Utility Management Training:	Yes	No	Partially
Management Approval (if applicable)			
With my signature, I herewith			Stamp and signature:
i. confirm the correctness of the information given;			
ii. declare that I have read and understood the data privacy statement of IAWD;			
iii. agree to comply bindingly with the Terms and Conditions.			Date
Applicant's Approval			
With my signature, I herewith			Signature:
i. confirm the correctness of the information given;			
ii. declare that I have read and understood the data privacy statement of IAWD;			
iii. agree to comply bindingly with the Terms and Conditions.			Date

Utility Management Training (UMT)

Terms and Conditions

1. INTRODUCTION

The **Utility Management Training** is delivered in the regional Danube Hub (operated by IAWD) in the frame of the Danube Learning Partnership (www.d-leap.org) and aims to “equip” current and future water service sector managers with tools and techniques to support their decision making.

2. TARGET GROUP

Applicants from the following countries are invited to join the Utility Management Training: Albania, Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Germany, Hungary, Kosovo, Moldova, Montenegro, North Macedonia, Poland, Romania, Serbia, Slovakia, Slovenia, Switzerland, and Ukraine.

3. LANGUAGE

The Utility Management Training is delivered in English.

4. SET-UP AND DURATION OF THE PROGRAM

The program spans over six topics that, collectively, cover most of the major processes and functions in a water utility. These are:

- Utility Economics, Finance and Regulation
- Commercial Management and Customer Service
- Asset Management and Investment Planning
- Network Operations and Energy Efficiency
- Efficient Plant Operations
- Water Safety Planning and Business Continuity Management

Spread over two years the modules combine theory and practice, classroom trainings and field demonstrations. Each module is organized within a four-month period with an introductory webinar, a one-week “residential” activity and some follow-up work typically based around cases that the UMT applicants bring from their own work environments. Applicants will be required to submit a graduation project that is applicable for the needs of their utility and implements a series of approaches, tools and techniques taught at the UMT.

5. PREREQUISITES

The applicant has to participate in all six modules of the

Utility Management Training (in-person attendance is preferred, virtual participation only on exceptional basis). This will include one week of training on a four-months basis and additionally a significant amount of time spent for preparation work and follow-up “home work”.

6. BENEFITS AND DELIVERABLES

By joining the Utility Management Training the following benefits and deliverables will be received:

- Introduction to contemporary tools and techniques in the various areas of utility management
- Participating in a network with future leading utility managers
- Access to a community of practice in water service sector management
- Graduation Certificate including ECTS points provided by the Academic Partner that can be used as a foundation for a Master’s degree

7. PARTICIPATION FEES

The fee for participating in the Utility Management Training is €5,000 for the duration of two years. The fee has to be paid in two tranches of €2,500 each. The first tranche is due before the program starts, the second one at the end of year one. The World Bank with the support of the Global Water Security & Sanitation Partnership (GWSP) offers a co-funding scholarship supporting participation in the UMT. Further information can be found on the [UMT webpage](#).

8. OTHER COSTS

IAWD covers the cost of program operation including the costs of the residential workshops, excursions and the Learning Management System. All other associated travel and accommodation costs have to be covered by the applicants.

9. PRIVACY POLICY

The privacy of your data is important to IAWD. The data privacy statement of IAWD describes how we process your personal data. The data privacy statement of IAWD can be downloaded from www.iawd.at.

Contact

IAWD
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Grabnergasse 4-6
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mailto:office@d-leap.org
www.d-leap.org
www.iawd.at



The Danube
Learning
Partnership is
supported by:



**DANUBE
WATER
PROGRAM**
SMART POLICIES, STRONG UTILITIES,
SUSTAINABLE SERVICES